

2163

<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				<b>Docket No.</b> END919990079US1	
Applicant(s): GI or et al.					
Serial No. 09/439,310	Filing Date 11/21/99	Examiner J. Reagan		Group Art Unit 2163	
Invention: BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES					
<b>RECEIVED</b>					
<u>TO THE ASSISTANT COMMISSIONER FOR PATENTS:</u>				JUN 06 2002	
Transmitted herewith is an amendment in the above-identified application.				Technology Center 2100	
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	3 -	9 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	1 -	3 =	0 x	\$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div><input checked="" type="checkbox"/> No additional fee is required for amendment.</div> <div><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ A duplicate copy of this sheet is enclosed.</div> <div><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.</div> <div><input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0457 A duplicate copy of this sheet is enclosed.<div><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.</div><div><input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div></div>					



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6-18-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Group Art Unit: 2163

Gloor et al.

Serial No: 09/439,310

Examiner: J. Reagan

Filed: 11/12/99

Docket No. END919990079US1

Title: BUSINESS METHOD FOR  
QUALITY ASSURANCE OF  
SERVICES

IBM Corporation  
Intellectual Property Law  
Department N50/040-4  
1701 North Street  
Endicott, NY 13760

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JUN 06 2002

Technology Center 2100

AMENDMENT

Assistant Commissioner of Patents  
Washington, DC

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JUN 14 2002

Dear Sir:

GROUP 3600

In response to an office action dated 02/26/2002 in the  
above-designated Application, please make the following  
amendments:

In the claims:

Please cancel claims ~~3~~, and ~~5-9~~ without prejudice.

1. (Amended) A quality assurance method for a services solution,  
comprising the steps of:

al  
defining a first solution by a provider having a business  
objective, for a customer having a need;

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